Sl. No.	Page No.	Clause No	Clause mentioned in RFP	Query / Clarification / Suggestion / Request	BMTC Reply
1	6	Section 1 – Letter of Invitation	Last Date for Submission of Proposals	Due to the stringent requirements for resource deployment, we are committed to deputing the best resources and creating a quality infused proposal for submission. Therefore, we kindly request an extension of the bid submission deadline by at least 3 weeks.	Refer E procurement portal for updates.
2	6	Section 1 – Letter of Invitation	3. Pre-Bid Meeting	We request that the meeting be conducted in a hybrid mode, with provisions for both physical and virtual participation, to ensure the convenience and availability of all stakeholders. Kindly Share the online meeting link to join the Pre-Bid Meeting	Online meeting link to join the Pre bid meeting was shared in E procurement portal and meeting was conducted in hybrid mode.
3	8	Section 2 – Information to Bidders	BMTC has engaged a Technology Solution Provider (TSP) for the supply, commissioning, and maintenance of a new generation of Smart ETMs	We humbly request authority to provide the project status selected TSP, TSP scope and project delivery timeline. This will enable us to effectively align with our project plan and approach & methodology.	Will be provided to the selected bidder
4	8	Section 2 – Information to Bidders	Experience in IT Project Management Consultancy in Transportation Sector The Bidder must have completed at least one (1) assignment as a Project Monitoring Consultant (PMC) or Project Management Consultant for an IT Project in the Transportation Sector in last 7 (seven) years. The project must have been completed (i.e., final deliverables accepted by the client) as on the date of publication of this RfP. For the purpose of this criterion, "IT Project in the Transportation Sector" includes projects involving Electronic Ticketing Systems, Automated Fare Collection, Intelligent Transport Systems, Fleet Management Systems, Transit Technology Platforms, or similar IT-enabled systems for bus, rail, metro, or urban transport authorities. Supporting Document: Form L – Statement of Experience in PMC for IT Projects in Transportation Sector, along with Work Orders and Completion Certificates from the respective clients	We request the clause to be revised as follows : *"The Bidder must have completed/**ongoing** at least one (1) assignment as a Project Monitoring Consultant (PMC) or Project Management Consultant for an IT Project in the Transportation Sector in last 7 (seven) years. The project must have been completed (i.e., final deliverables accepted by the client) as on the date of publication of this RfP. For the purpose of this criterion, "IT Project in the Transportation Sector" includes projects involving Electronic Ticketing Systems, Automated Fare Collection, Intelligent Transport Systems, Fleet Management Systems, Transit Technology Platforms, or similar IT-enabled systems for bus, rail, metro, or urban transport authorities."* Supporting Document: Form L – Statement of Experience in PMC for IT Projects in Transportation Sector, along with Work Orders and Completion/**Ongoing** Certificates from the respective clients	RFP condition prevails

5	9	Section 2 – Information to Bidders	Average Annual Turnover The Bidder must have an average annual turnover of at least INR 30 Crore (Rupees Thirty Crore) from consulting / advisory services during the last three (3) completed financial years preceding the date of publication of this RFP (i.e., FY 2022-23, FY 2023-24, and FY 2024-25).	We request the clause to be revised as follows : *"Average Annual Turnover - The Bidder must have an average annual turnover of at least INR **150 Crore** (Rupees One Hundred Fifty Crore) from **government consulting** services during the last three (3) completed financial years preceding the date of publication of this RFP (i.e., FY 2022-23, FY 2023-24, and FY 2024-25).* *Minimum Requirement - Average Annual Turnover ≥ INR 150 Crore (average of last 3 completed financial years)"* This will enable quality bidders to participate in the bidding process. Smaller firms may lack the financial strength, capability, diverse work experience, resources, technical expertise, global exposure, established business process and governance, review mechanisms and SOPs that multi-national firms possess. A higher turnover requirement will ensure the participation of quality bidders, which is essential to successfully deliver complex government projects while maintaining credibility and reputation.	RFP condition prevails
6	10	Section 2 – Information to Bidders	Consortium is allowed, subject to the following conditions:a) The Consortium shall consist of a maximum of two (2) members and shall nominate one member as the Lead Partner.b) The Lead Partner shall be duly authorised by the other consortium member(s) through a Power of Attorney to act on behalf of the Consortium for all purposes of this RfP, including signing of the bid, signing of the Contract, and receipt of payments.c) The members of the Consortium shall, together, meet all the Pre-Qualification Criteria specified in this RfP. Documentary evidence in support of each criterion shall be submitted in respect of the relevant member(s).d) The Consortium members shall execute a Memorandum of Understanding (MoU) / Consortium Agreement, on a non-judicial stamp paper of appropriate value, clearly defining the roles, responsibilities, and scope of work of each member, and confirming joint and several liability of all members to BMTC for the performance of the Contract. A copy of the MoU / Consortium Agreement shall be submitted along with the bid.e) An entity submitting a bid as a Lead Partner or member of a Consortium shall not, either directly or through any associate, submit another bid in any capacity (individual or as part of another Consortium) for this assignment.	Request you to kindly delete this clause **Justification**The IT PMU consultancy assignment can be effectively undertaken by a single qualified consultancy firm, as the scope does not require the involvement of multiple specialized agencies. Therefore, consortium participation is not essential. A single consulting firm will ensure clear accountability, efficient coordination, and streamlined project execution	RFP condition prevails

7	15	Section 2 – Information to Bidders	Last Sentence - The Bidder achieving the highest combined technical and financial score will be invited for negotiations.	We request the clause to be revised as follows : : The Bidder achieving the highest combined technical and financial score **will be awarded the contract** **Justification:** QCBS methodology inherently balances both quality and cost considerations by evaluating bidders on their technical competence as well as their financial proposals. Therefore, any post-bid price negotiations may undermine the integrity of the QCBS process and could result in a compromise on the technical proposal, particularly with respect to the quality of resources, expertise, and effort committed by the selected consultant for successful project delivery	RFP condition prevails
8	16	Section 2 – Information to Bidders	12.1. Within 14 days of receipt of the Letter of Acceptance, the successful Bidder shall submit to the Authority five percent (5 %) of the contract value as a Security Deposit in the form of an E-Bank Guarantee. The Performance Security shall be valid until a date 90 days from the date of expiry of the Contract.	As per the general practice in PMC assignments we request the authority to kindly reduce the PBG from 5% to **2%**	RFP condition prevails
9	16	Section 2 – Information to Bidders	12.1. Within 14 days of receipt of the Letter of Acceptance, the successful Bidder shall submit to the Authority five percent (5%) of the contract value as a Security Deposit in the form of an E-Bank Guarantee. The Performance Security shall be valid until a date 90 days from the date of expiry of the Contract. 12.2. Performance Security shall be provided to the Authority not later than the date specified in the Letter of Acceptance and shall be issued in an amount and form 21 and type of instrument acceptable to the Authority. The performance security shall be valid until a date 180 days from the date of expiry of the Contract.	There is **contradiction** in both the clauses on the validity of performance security from the date of award of contract, we request to kindly provide clarity regarding this.	Please refer the RFP- No contradiction.
10	16	Section 2 – Information to Bidders	13.1. If the Bidder fails to provide the Advisory services in accordance with the requirements specified in the RFP, Agreement, or any revised requirements communicated by BMTC from time to time, BMTC shall be entitled to obtain such services from any alternate source and this additional expenditure incurred thereof in procuring such services from alternate sources shall be recovered from Pending payments due to the Bidder; and/or The Security Deposit/Performance Bank Guarantee (PBG). The defaulting Bidder shall also be liable to reimburse BMTC for all losses, damages, penalties, and liquidated damages arising due to non-fulfilment of contractual obligations.	Since the project implementation shall be undertaken by the appointed System Integrator (SI), delays arising from the SI's actions or inactions shall not be attributable to the Consultant. Further, any extension of the project period beyond the Consultant's scope of responsibility shall entail additional payment for the deployed team, based on the rates quoted and accepted through the financial proposal. Further, the total aggregate liability of the Consultant under this Contract shall not exceed the total consultancy fees paid or payable to the Consultant for this assignment. Hence, we request you to delete this the clause.	RFP condition prevails

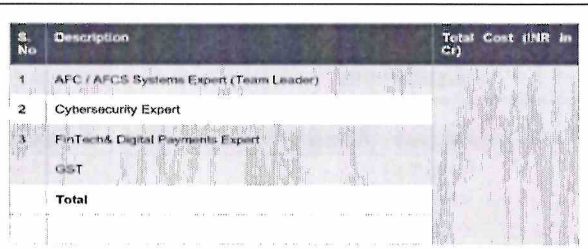
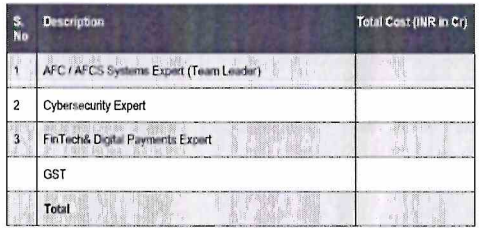
11	22	Section 3 – Data Sheet	Experience in PMC for IT Projects in Transportation Sector:Number of completed PMC / Project Management Consultancy assignments for IT Projects in the Transportation Sector:• 1 Project — 3 Marks• 2 Projects — 5 Marks• 3 or more Projects — 10 MarksSupporting Document: Form L – Statement of Experience in PMC for IT Projects in Transportation Sector, along with Work Orders and/or Completion Certificates	We Request Authority to kindly update this clause as below:*"Experience in PMC for IT Projects in Transportation Sector:Number of completed/**Ongoing** PMC / Project Management Consultancy assignments for IT Projects in the Transportation Sector:• 1 Projects — 3 Marks• 2 Projects — 5 Marks• 3 or more Projects — 10 MarksSupporting Document: Form L – Statement of Experience in PMC for IT Projects in Transportation Sector, along with Work Orders and/or Completion/**Ongoing** Certificates/ **Statutory Auditor certificate for the payment received for such projects."***	RFP condition prevails
12	22	Section 3 – Data Sheet	Key Personnel: The Bidder shall form a multi-disciplinary team of four domain experts for undertaking this assignment and shall submit CVs of the Key Personnel in accordance with the Terms of Reference of the RFP document.	This criteria contradicts with the criteria given in clause 3.3.2 wherein only three resources are required for this assignment	Please refer the addendum.
13	23	Section 3 – Data Sheet	Average Annual Turnover from Consulting / Advisory Services (last 3 completed financial years): • INR 30 Crore to less than INR 40 Crore — 3 Marks • INR 40 Crore to INR 80 Crore — 5 Marks • More than INR 80 Crore — 10 Marks Supporting Document: Form M – Statement of Annual Turnover (duly certified by Statutory Auditor) along with Audited Financial Statements for FY 2022-23, FY 2023-24, and FY 2024-25	We Request Authority to kindly update this clause as below: *"Average Annual Turnover from Consulting / Advisory Services (last 3 completed financial years):* • ***INR 150 Crore to less than INR 200 Crore** — 3 Marks* • ***INR 200 Crore to INR 250 Crore** — 5 Marks* • ***More than INR 250 Crore** — 10 Marks* *Supporting Document: Form M – Statement of Annual Turnover (duly certified by Statutory Auditor) along with Audited Financial Statements for FY 2022-23, FY 2023-24, and FY 2024-25"*	RFP condition prevails
14	23	Section 3 – Data Sheet	1. The marks for the qualification and competence of key staff shall be evaluated based upon the following: 1. General Qualifications - 10% 2. Adequacy for the Project - 70% 3. Experience in the Domain and Project Requirement - 20% Total - 100%	We request authority to kindly make this clause more objective based on the qualification and experience of the resource and provide distribution of marks under each criteria like education, number of years of experience, no of project experience, certification etc. for more clarity and ease of evaluation.	RFP condition prevails

15	23 - 24	Section 3 – Data Sheet	1. AFC / AFCS Systems Expert (Team Leader)Qualification: Graduate in any discipline. Post-graduate qualification or MBA preferred. Certification or formal training in AFC/ITS systems is an advantage.Experience - Minimum 10 years in AFC, electronic ticketing, or transit ITS systems; at least one independent monitoring or oversight assignment for an ETM/AFC project at a State Transport Undertaking or urban transit authority. Hands-on experience with cloud-based AFCS, AVLS integration, and SLA management systems essential.Deployment:Full time 2. Cyber security / Cloud Expert - Qualification: B.E./B.Tech in Computer Science, Electronics, or IT. CISA, CISM, CISSP, or CEH certification Preferred. Post-graduate degree or specialisation in cybersecurity preferred. Experience - Minimum 10 years in IT/cybersecurity; at least 3 years in cybersecurity audit or assessment of large-scale digital systems. Demonstrable experience with ISO 27001, PCI DSS, CERT-In guidelines, IT Act compliance, and API security. VAPT experience for mobile/cloud applications.Deployment:PT (at least 1 week per month)3. FinTech& Digital Payments ExpertQualification - Graduate in any discipline. Certification in payment systems, digital banking, or FinTech preferred. Experience with NPCI-framework entities or RBI-authorised payment institutions.Experience - Minimum 10 years in digital payments, financial technology, or bank settlement operations; at least 3 years in UPI, NCMC/EMV, or transit AFC payment systems. Knowledge of NPCI frameworks, RBI payment guidelines, Tri-Partite Agreement structures, and T+1 settlement obligations essential.Deployment:PT (at least 1 week per month)	We request authority to kindly update this clause as below :*"1. AFC / AFCS Systems Expert (Team Leader)Qualification - Graduate in any discipline. Post-graduate qualification or MBA preferred~~. Certification or formal training in AFC/ITS systems is an advantage.~~Experience - Minimum 10 years in AFC, electronic ticketing, or transit ITS systems; at least one independent monitoring or oversight assignment for an ETM/AFC project at a State Transport Undertaking or urban transit authority. Hands-on experience with cloud-based AFCS, AVLS integration, and SLA management systems essential.Deployment:Full time 2. Cyber security / Cloud Expert - Qualification - B.E./B.Tech in Computer Science, Electronics, or IT* ***or MCA or equivalent. ISO 27001,*** *CISA, CISM, CISSP, or CEH certification Preferred. Post-graduate degree or specialisation in cybersecurity preferred.Experience - Minimum 8 years in IT/cybersecurity; at least 3 years in cybersecurity audit or assessment of large-scale digital systems. Demonstrable experience with ISO 27001, PCI DSS, CERT-In guidelines, IT Act compliance, and API security. VAPT experience for mobile/cloud applications.Deployment:Full time 3. FinTech& Digital Payments ExpertQualification - Graduate in any discipline. Certification in payment systems, digital banking, or FinTech preferred. Experience with NPCI-framework entities or RBI-authorised payment institutions.Experience - Minimum* ***8*** *years in digital payments, financial technology, or bank settlement operations; at least* ***2*** *years in UPI, NCMC/EMV, or transit AFC payment systems. Knowledge of NPCI frameworks, RBI payment guidelines, Tri-Partite Agreement structures, and T+1 settlement obligations essential.Deployment:Full time"*	RFP condition prevails
16	24	Section 3 – Data Sheet	The Project Monitoring Consultant shall deploy additional resources as and when required, in line with the requirement of the assignment and the terms of reference without any additional cost to BMTC.	Considering the scope, scale of work, project duration, and expected deliverables, it is recommended to provide for the deployment of at least two consultant-level resources under each key expert to ensure adequate support for effective project monitoring and execution. Accordingly, bidders may be required to quote rates for such additional consultant resources in the financial proposal, and the relevant clause may be revised as follows: *"The Project Monitoring Consultant shall deploy two (2) additional consultant-level resources under each key expert, as and when required by BMTC at the rates quoted in the Financial Proposal."*	RFP condition prevails

17	25-26	Section 4 – Terms of Reference	The PMC shall be engaged for an initial period of one (1) year from the date of commencement. Since the ETM project is already under implementation at the time of the PMC's engagement, the monitoring team shall conduct an immediate baseline assessment of the project's current status across all three domains and commence full monitoring without a separate start-up phase. The contract may be extended for a further period of six months at BMTC's discretion, based on project requirements and the operational stabilisation needs of the system at the time of review. The decision to extend shall be communicated to the PMC at least 30 days before expiry of the initial term. The Capacity Building Programme for BMTC personnel shall be planned and delivered during Months 10 to 12 of the initial contract period, ensuring that BMTC's nominated staff develop independent monitoring competency before the initial term concludes.	As this activity shall continue for the complete duration of the project hence we request authority that the PMC project duration shall be similar to TSP project duration i.e. 5 years post duration of 5 years as per requirement the authority may reduce the requirement of PMC resources *"The PMC shall be engaged for an initial period of **Five (5) year** from the date of commencement. Since the ETM project is already under implementation at the time of the PMC's engagement, the monitoring team shall conduct an immediate baseline assessment of the project's current status across all three domains and commence full monitoring without a separate start-up phase. The contract may be extended for a further period of **1 year (six months at a time**) at BMTC's discretion, based on project requirements and the operational stabilization needs of the system at the time of review. The decision to extend shall be communicated to the PMC at least 30 days before expiry of the initial term. The Capacity Building Programme for BMTC personnel shall be planned and delivered during Months 10 to 12 of the initial contract period, ensuring that BMTC's nominated staff develop independent monitoring competency before the initial term concludes."*	RFP condition prevails
18	27	Section 4 – Terms of Reference	Scope of Work	We understand that the Authority has included all possible scopes that may be required by the PMC during the project duration. However, the specific scope to be delivered will be assigned by the Authority based on project requirements, from time to time, from among the tasks defined under Section 4: Scope of Work kindly clarify.	RFP has clarity
19	26-27	Section 4 – Terms of Reference	• shall independently monitor vendor compliance with mandatory third-party security certifications and audits, including functional and security audits by empaneled agencies, periodic vulnerability assessments and penetration testing, web application security Audit, Preparation of Third party audit (TPA) report, Undertake closure of the TPA observations with compliance from SI payment card industry compliance requirements, and EMV/NCMC standards for contactless transactions, and shall report any non-compliance or delays.	We understand the PMC is only required to review the third party audit and not liable to Perform the third party audits PMC will ensure that the vendor is compliant to all third party audits, kindly clarify	RFP has clarity

20	30-31	Section 4 – Terms of Reference	• Undertake a comprehensive review of the contract executed between BMTC and the TSP — examine the terms, conditions, obligations, penalties, exit clauses, and any amendments or addenda; identify clauses that may expose BMTC to financial, operational, or legal risk; and provide BMTC with a structured Contractual Risk Assessment Report with recommended remedial or protective actions	PMC's role with respect to contractual documents shall be limited to project-management support only. PMC shall not provide any legal advice, legal interpretation, or legal opinion, and any legal review.	RFP condition prevails
21	32	Section 4 – Terms of Reference	• Recommendation for Go-Live after assessing the completion of deliverables as per RFP terms and conditions of the Comprehensive Ticketing Solution project .	Please share TSP RFP to understand the scope, timelines and deliverable of TSP for better understanding for proposal and work	Will be provided to the selected bidder
22	32	Section 4 – Terms of Reference	• Testing and Certification Services 1. Pilot test 2. System Acceptance Test 3. Operational Acceptance Test 4. Go-Live	We understand PMC is expected to evaluate the work and report of TSP and PMC is required to provide any certification which is not generally a criteria in PMC assignments	RFP has clarity
23	32	Section 4 – Terms of Reference	• Third Party Audit of Application and certifications 1. Perform Vulnerability Assessment & Penetration Testing 2. Perform the web application security Audit 3. Preparation of TPA report 4. Undertake closure of the TPA observations with compliance from SI.	We believe that PMC is expected to only carryout the third party's work validation and PMC is not expected to conduct any third party audits	Understanding is correct.
24	35	Section 4 – Terms of Reference	a. The Authority shall pay the Consultant for the Services performed under the terms of this Agreement. The total amount quoted by the Bidder shall be divided by 12 to arrive at monthly payments to be made to the Consultant. Payments shall be made based on deployment of resources on the project as per the deployment schedule.	Since the Consultant's remuneration is directly linked to the actual deployment of resources, payments should likewise be based on the monthly deployment and attendance of individual resources rather than on an overall average basis. Given that deployed personnel possess varying levels of expertise, qualifications, domain knowledge, and experience, their applicable rates differ accordingly. The attendance of part time resources should not be made mandatory.	RFP condition prevails
24	35-36	Section 4 – Terms of Reference	b.i. If the PMC fails to deliver any project deliverables or doesn't perform the required advisory services within the timelines specified in the Contract, BMTC shall, without prejudice to its other remedies under the Contract, deduct a sum equivalent to 0.5% per day per deliverable from the monthly invoice subject to a maximum deduction of 10% of the monthly invoice. Once this maximum is reached, BMTC may consider termination of the Contract.	The PMC's role is primarily advisory and project monitoring in nature, and many project outcomes are dependent on inputs and actions from multiple stakeholders. Therefore, the penalty should be reasonable and proportionate to the Consultant's scope of work to ensure effective service delivery without imposing excessive contractual risk. We therefore request to revised the clause as below: *"If the PMC fails to deliver any project deliverables or doesn't perform the required advisory services within the timelines specified in the Contract, BMTC shall, without prejudice to its other remedies under the Contract, deduct a sum equivalent to **0.1%** per day per deliverable from the monthly invoice subject to a maximum deduction of **5%** of*	RFP condition prevails

				the monthly invoice. Once this maximum is reached, BMTC may consider termination of the Contract."	
25	35-36	Section 4 – Terms of Reference	Additional Clause	Any delay due to TSP , approval from BMTC, or which is not attributed to the PMC shall not be considered as delay and no penalty for the same shall be applicable	RFP condition prevails
26	36	Section 4 – Terms of Reference	The Bidder shall ensure that the Key Personnel as mentioned in the Instructions to Bidder along with other sub-professional personnel are available for the assignment throughout the term period. Authority will not normally consider any request of the selected bidder for substitution of key personnel during negotiations or during consultancy period. Substitution will, however, be permitted if the key personnel is not available for reasons of any incapacity due to health, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority.Further, during the consultancy period, if the consultant is replaced apart from any of the reasons mentioned above, onetime penalty of Rs.50000/- will be levied for each such replacement. In case a resource is required to be replaced after approval from the client, the new resource should be so brought in, consultant shall make all necessary arrangements for required knowledge transfer if any, so that the performance is not affected due to such replacement. Further, if there is any uninformed absence of any full time resource at clients premises, then a penalty of Rs.10,000/- will be levied for each week of such absence. However, if in case of an emergency, wherein prior information to the client and approval from client is not practically possible, consultant shall inform about the incidence to the client within one week of such incidence, In such cases, there shall not be any penalty imposed on the consultant.	**The experts may change due to various reasons and the same is not in control of the firms due to resignation, retirement etc. hence we request the authority to allow the replacement of resource with similar or higher qualification without any penalty, in addition to that we request the authority to allow minimum 2 paid leaves per month to the resources hence We request to kindly update this clause as below:** *"The Bidder shall ensure that the Key Personnel as mentioned in the Instructions to Bidder along with other sub-professional personnel are available for the assignment throughout the term period. Authority will not normally consider any request of the selected bidder for substitution of key personnel during negotiations or during consultancy period. Substitution will, however, be permitted if the key personnel is not available for reasons of any incapacity due to health, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority.Further, during the consultancy period, if the consultant is replaced apart from any of the reasons mentioned above,* ***for more than two replacement of each resource type*** *a penalty of* ***Rs.5,000/-*** *will be levied for* ***third*** *replacement. In case a resource is required to be replaced after approval from the client, the new resource should be so brought in, consultant shall make all necessary arrangements for required knowledge transfer if any, so that the performance is not affected due to such replacement. Further, if there is any uninformed absence of any full time resource at clients premises, then a penalty of Rs.1,000/- will be levied for each week of such absence. However, if in case of an* ***requirement****, wherein prior information to the client and approval from client is not practically possible, consultant shall inform about the incidence to the client within one week of such incidence, In such cases, there shall not be any penalty imposed on the consultant.****Each resource shall be provided with 24 leaves in a year by credit of 2 leave per month."***	RFP condition prevails

27	51	Section 5 – Standard Forms	The financial bid format - The Financial Bid should be inclusive of all applicable taxes, miscellaneous expenses and other costs such as travel, boarding, lodging, etc. that may be incurred during the contract period to deliver the Services as per the Terms of Reference.	Out of pocket expenses shall be paid as per actuals hence Please consider the payment of any expenses incur due to field visit , meetings, etc. shall be paid extra to the PMC as per actual over and above the per month resource cost .	RFP condition prevails
27	51	Section 5 – Standard Forms	Financial Bid Format  	We request to kindly add the consultants as additional resources and update the financial bid as below.  	RFP condition prevails
28		**1. Introduction**	*BMTC has engaged a Technology Solution Provider (TSP) for the supply, commissioning, and maintenance of a new generation of Smart ETMs — Android-based, 4G/Wi-Fi connected handheld devices — together with a Centralised Web-Based Automatic Fare Collection System (AFCS)*	Kindly provide the current status of the ETM implementation project which TSP is implementing.	Will be provided to the selected bidder
29	9	1.1.1. Pre-Qualification Criteria,	2. Average Annual Turnover The Bidder must have an average annual turnover of at least INR 30 Crore (Rupees Thirty Crore) from consulting / advisory services during the last three (3) completed financial years preceding the date of publication of this RFP (i.e., FY 2022-23, FY 2023-24, and FY 2024-25)	Many established firms involved in consulting and advisory services also operate under integrated business structures where revenues are not segregated strictly under "consulting/advisory" in audited financial statements. The overall turnover better reflects the firm's financial strength, stability, and capacity to undertake large-scale assignments. Hence, requesting authorities to amend the requirements as below. The Bidder must have an average annual turnover of at least INR 30 Crore (Rupees Thirty Crore) during the last three (3) completed financial years preceding the date of publication of this RFP (i.e., FY 2022-23, FY 2023-24, and FY 2024-25).	RFP condition prevails

30	23	**3.3 Technical Evaluation Criteria,**	Average Annual Turnover from Consulting / Advisory Services (last 3 completed financial years): • INR 30 Crore to less than INR 40 Crore — 3 Marks • INR 40 Crore to INR 80 Crore — 5 Marks • More than INR 80 Crore — 10 Marks Supporting Document: Form M – Statement of Annual Turnover (duly certified by Statutory Auditor) along with Audited Financial Statements for FY 2022-23, FY 2023-24, and FY 2024-25	Many established firms involved in consulting and advisory services also operate under integrated business structures where revenues are not segregated strictly under "consulting/advisory" in audited financial statements. The overall turnover better reflects the firm's financial strength, stability, and capacity to undertake large-scale assignments. Hence, requesting authorities to amend the requirements as below. Hence, requesting authorities to amend the requirements as below. Average Annual Turnover (last 3 completed financial years): • INR 30 Crore to less than INR 40 Crore — 3 Marks • INR 40 Crore to INR 80 Crore — 5 Marks • More than INR 80 Crore — 10 Marks Supporting Document: Form M – Statement of Annual Turnover (duly certified by Statutory Auditor) along with Audited Financial Statements for FY 2022-23, FY 2023-24, and FY 2024-25	RFP condition prevails
31	17	**Clause 13 — Risk Purchase / Penal Clause**	*BMTC shall be entitled to obtain such services from any alternate source and additional expenditure shall be recovered from the Bidder.*	Please confirm that invocation of risk purchase shall be preceded by (a) a written Non-Conformance Notice to the PMC specifying the deficiency, (b) a 30-day cure period, and (c) an independent determination that the deficiency is material and solely attributable to the PMC. Further, please cap risk purchase recovery at 100% of the value of the deficient service (not unlimited), consistent with proportionality principles.	RFP condition prevails

32	24	**Clause 3.3.2 — Key Personnel Eligibility, Row 1 (AFC/AFCS Systems Expert — Team Leader),**	*Deployment: Full Time.*	The nature of a Project Monitoring Consultant's engagement is fundamentally advisory, oversight-based, and milestone-driven — in sharp contrast to a Technology Solution Provider or System Integrator whose delivery teams require continuous presence. Review of TSP deliverables, FAT/SAT/UAT participation, NCN issuance, monthly project reviews, and monitoring report preparation do not require full-time on-site engagement of the Team Leader. International and Indian PMC practice (e.g., World Bank/ADB projects, MoHUA Smart Cities ITS PMC, DMRC AFC PMC) deploys the Team Leader on a senior advisory, on-call basis with defined minimum on-site presence. We request that the AFC/AFCS Systems Expert (Team Leader) be re-designated as Part-Time with a minimum commitment of 10 (ten) working days per month on-site at BMTC, with additional availability for all major milestones (FAT, SAT, UAT, Pilot, Full Go-Live, contract closure). This will attract the most seasoned senior domain experts and enable BMTC to secure a genuinely senior leader at the helm of the PMC team. Should BMTC wish to retain full-time deployment for any one expert, we respectfully suggest Cybersecurity/ Cloud Expert as the most operationally critical full-time role given the continuous nature of cyber threat monitoring.	RFP condition prevails
33	35	**7. Payment Schedule, b. Penalty for delay in deliverables.**	If the PMC fails to deliver any project deliverables or doesn't perform the required advisory services within the timelines specified in the Contract, BMTC shall, without prejudice to its other remedies under the Contract, deduct a sum equivalent to 0.5% per day per deliverable from the monthly invoice subject to a maximum deduction of 10% of the monthly invoice. Once this maximum is reached, BMTC may consider termination of the Contract.	Imposing penalties for key staff availability and for deliverables together may not be appropriate, as the assignment is primarily resource deployment-based, with a strong dependency on key personnel availability. PMC deliverables are depending on the progress made by the TSP. Any delay in the TSP progress shall not be attributed to PMC deliverables and penalty shall not be applicable. Hence, we request authorities to remove these penalties.	RFP condition prevails
34	36	**Clause 8 — Availability of Key Personnel / Replacement,**	*Onetime penalty of Rs. 50,000 for each replacement; Rs. 10,000/week for uninformed absence.*	Please confirm that (a) no replacement penalty shall apply where replacement is due to force majeure, medical incapacity, resignation with statutory notice, or death; (b) the replacement penalty shall not apply if BMTC accepts the replacement as being 'equally or better qualified'; (c) 'uninformed absence' shall be defined as absence of more than 3 consecutive working days without prior written intimation. The current clause can lead to penalties even in bona-fide operational circumstances.	RFP has clarity

35	51	**Section 5 — Form H - Financial Bid Format**	*The Bidder should quote their price offer as per Form provided in Section in the relevant slot provided on the Karnataka Public Procurement Portal.*	Please share the exact Financial Bid Format / Price Schedule, specifying whether pricing is to be quoted on a (a) Lump-sum basis, (b) Man-month rates for each expert category, or (c) Break-up between staff cost, reimbursables, and out-of-pocket. This is essential to ensure bid-to-bid comparability during evaluation.	RFP has clarity
36	51	**Section 5 — Form H - Financial Bid Format**	*The Financial Bid should be inclusive of all applicable taxes*	Kindly confirm if there any other applicable taxes apart from GST that will be levied so that same will be considered while submitting the financial proposal.	Bidder shall quote based on applicable taxes.
37	6	Section I – Letter of Invitation (S.No. 4)	Last date of submission of proposals : 18.08.2026 by 17:00 hrs	The Authority is requested to extend the deadline for submission of proposal to 3 weeks after the release of clarifications to queries. This would give the participants sufficient time to prepare the proposal in-line with clarifications provided by the Authority The Authority may consider revising the clause as follows: Last date of submission: On or before 17:00 hrs on 3 weeks from the date of release of clarifications to pre-bid queries	Refer E procurement portal for updates.
38	8 & 21	Section II – Information to Bidders Clause 1.1.1 (S. No. 1) And Section III – Data Sheet Clause 3.2 (S. No. 1)	Supporting Document: Form L – Statement of Experience in PMC for IT Projects in Transportation Sector, along with Work Orders and Completion Certificates from the respective clients	The consulting assignments are often governed by confidentiality obligations and Non-Disclosure Agreements (NDAs), which may restrict sharing of work orders and completion certificates. It is therefore requested to the Authority to allow for certificate from Chartered Accountant / Statutory Auditor / Managing Director as a supporting document for experience validation in addition to Work Orders / Completion Certificates / Client Certificates. The Authority is requested to amend this clause as follows: "Supporting Document: Form L – Statement of Experience in PMC for IT Projects in Transportation Sector, along with Work Orders and Completion Certificates from the respective clients. In cases where such documents cannot be submitted due to confidentiality obligations or Non-Disclosure Agreements (NDAs), a certificate issued by the Statutory Auditor / Chartered Accountant / Managing Director certifying the assignment details shall also be accepted."	RFP condition prevails

39	8 & 21	Section II – Information to BiddersClause 1.1.1 (S. No. 1)AndSection III – Data SheetClause 3.2 (S. No. 1)	Experience in IT Project Management Consultancy in Transportation SectorThe Bidder must have completed at least one (1) assignment as a Project Monitoring Consultant (PMC) or Project Management Consultant for an IT Project in the Transportation Sector in last 7 (seven) years. The project must have been completed (i.e., final deliverables accepted by the client) as on the date of publication of this RfP.For the purpose of this criterion, "IT Project in the Transportation Sector" includes projects involving Electronic Ticketing Systems, Automated Fare Collection, Intelligent Transport Systems, Fleet Management Systems, Transit Technology Platforms, or similar IT-enabled systems for bus, rail, metro, or urban transport authorities.	The present definition of "IT Project in the Transportation Sector" primarily covers bus, rail, metro and urban transport authorities. However, with the emergence of new-age transportation systems such as Ropeways, advanced digital technologies including AFC/AFCS, NCMC-based ticketing, electronic fare collection, account-based ticketing, integrated mobility platforms and intelligent transport systems are increasingly being adopted across these modes as well.Experience gained in such projects is directly relevant to the objectives and technical requirements of the present assignment. Restricting the qualifying sectors may therefore limit participation of bidders having relevant experience in implementing similar technology-driven transportation projects.Accordingly, it is requested that Ropeways also be explicitly included within the definition of the Transportation Sector which are being implemented by Central Govt. and not urban transport authorities.	RFP condition prevails
40	23 & 24	Section III – Data Sheet Clause 3.3.2 - Key Personnel Eligibility Criteria (Sr. No. 1)	AFC / AFCS Systems Expert (Team Leader) Minimum 10 years in AFC, electronic ticketing, or transit ITS systems; at least one independent monitoring or oversight assignment for an ETM / AFC project at a State Transport Undertaking or urban transit authority. Hands-on experience with cloud-based AFCS, AVLS integration, and SLA management systems essential.	The requirement of specific experience in AFC/AFCS, cloud-based AFCS, AVLS integration and SLA management systems may significantly limit the availability of suitable experts, considering the limited number of such specific assignments undertaken during the last 10 years. The Team Leader should primarily possess strong experience in the Transportation / Infrastructure sector, along with adequate experience in implementation of IT systems / projects in the transportation sector. Accordingly, it is requested that experts having minimum 10 years of experience in Transport / Infrastructure and experience in at least 3 IT implementation projects in the Transportation Sector may be considered suitable for the position. Therefore, the Authority may kindly modify the clause as follows: "AFC / AFCS Systems Expert (Team Leader): Minimum 10 years of experience in Transport / Infrastructure sector consulting projects, with experience in at least three (3) IT implementation projects in the Transportation Sector."	RFP condition prevails
41	23	Section III – Data Sheet Clause 3.3 – Technical Evaluation	Average Annual Turnover from Consulting / Advisory Services (last 3 completed financial years): · INR 30 Crore to less than INR 40 Crore — 3 Marks · INR 40 Crore to INR 80 Crore — 5 Marks · More than INR 80 Crore — 10 Marks	The present turnover criteria provides full marks to firms having an average annual turnover of more than INR 80 Crore from Consulting / Advisory Services. Considering the size and nature of the consulting industry, this threshold is likely to be met by a large number of established firms and may therefore not provide adequate differentiation in	RFP condition prevails

		Criteria (Sr. No. 2)		evaluating the financial strength, scale of operations and institutional capability of the bidders. For an assignment of this nature and complexity, higher turnover reflects the bidder's ability to mobilize multidisciplinary resources, manage large and complex consulting engagements and provide adequate organizational support during the project period. It is therefore suggested that the turnover slabs be suitably revised, with full marks being awarded to firms having average annual consulting / advisory turnover exceeding INR 250 Crore. Therefore, the Authority may kindly modify the scoring criteria as follows: "Average Annual Turnover from Consulting / Advisory Services (last 3 completed financial years): · INR 30 Crore to less than INR 100 Crore — 3 Marks · INR 100 Crore to INR 250 Crore — 5 Marks · More than INR 250 Crore — 10 Marks"	
42	24 & 51	Section III – Data SheetClause 3.3.2 – Key Personnel Eligibility CriteriaAndForm-H Financial Bid Format	The Project Monitoring Consultant shall deploy additional resources as and when required, in line with the requirement of the assignment and the terms of reference without any additional cost to BMTC.	The clause provides that the Project Monitoring Consultant shall deploy additional resources as and when required, without any additional cost to BMTC. However, the minimum mandatory deployment of such resources, their level of effort, and the prescribed qualifications/experience have not been clearly specified.For proper estimation of manpower requirements, deployment commitments and financial proposal, it is requested that the Authority clearly specify the minimum full-time deployment requirement as 1 Manager (5+ year experience) + 3 Associates (2+ year experience) for the duration of the assignment.Further, the minimum educational qualification, overall experience, relevant experience and specific functional/technical expertise required for the Manager and Consultants may also kindly be defined in the RFP to ensure uniformity in resource deployment and evaluation across all bidders.The proposed criteria is attached in Annexure II.	RFP condition prevails

43	23	Section III – Data Sheet Clause 3.3.1 – Qualification Marks		evaluation of Key Personnel under the heads of General Qualifications (10%), Adequacy for the Project (70%) and Experience in the Domain and Project Requirement (20%). However, the detailed sub-criteria and corresponding marks to be awarded under each parameter for the individual team members have not been specified. In the absence of clearly defined scoring benchmarks, the evaluation may become subjective and bidders may not have adequate visibility on the basis of assessment of the proposed personnel. Accordingly, it is requested that the Authority provide a detailed scoring methodology for each evaluated team member, including the marks assigned for educational qualifications, overall experience, relevant sector/domain experience, similar project experience, and specific experience relevant to the assignment. Therefore, the Authority may kindly provide the detailed personnel-wise evaluation criteria and sub-scoring framework for each Key Personnel proposed under the RFP, clearly indicating the marks attributable to each qualification and experience parameter. This will ensure transparency, objectivity and uniformity in the technical evaluation of all bidders. The proposed criteria is attached in Annexure II.	RFP condition prevails

44	23 & 24	Section III – Data Sheet Clause 3.3.2 - Key Personnel Eligibility Criteria (Sr. No. 1)	AFC / AFCS Systems Expert (Team Leader) Deployment Full Time.	The RFP requires the AFC / AFCS Systems Expert (Team Leader) to be deployed on a full-time basis. Considering that the Team Leader is envisaged as a senior subject-matter expert, his/her primary role would be to provide strategic guidance, review the overall AFC/AFCS architecture and implementation framework, oversee key deliverables, support critical decision-making, and provide expert inputs at important stages of the assignment. Requiring such a senior expert to be deployed on a full-time basis may not be necessary for effective delivery of the assignment and may also restrict the availability of suitably experienced professionals. The day-to-day project monitoring, coordination, documentation, follow-up and implementation support can be adequately undertaken by the full-time working team comprising 1 Manager and 3 Associates (as proposed above), under the overall guidance and supervision of the Team Leader. Accordingly, it is requested that the deployment requirement of the AFC / AFCS Systems Expert (Team Leader) be revised to Part Time / Intermittent, with deployment linked to key project stages, reviews and deliverables, if required.	RFP condition prevails

45	8 & 21	Section II – Information to BiddersClause 1.1.1AndSection III – Data SheetClause 3.2		The proposed Comprehensive Smart Ticketing Solution is a highly strategic and technology-intensive initiative involving critical areas such as AFC / AFCS, NCMC, digital payments, system integration, interoperability, data management and associated technology architecture. Further, considering the need for time-bound implementation, the assignment requires consultants having demonstrated capability in strategic advisory, large-scale digital transformation, programme management and implementation oversight.In this context, empanelment under NICSI Tier-1, Category-D – Strategic Consultants provides an established framework for engaging consulting organizations possessing the requisite strategic, technical and programme management capabilities for complex technology-led assignments.Accordingly, allowing NICSI Tier-1 Category-D Strategic Consultants to participate would enable the Authority to leverage experienced consulting organizations capable of supporting the strategic nature of the engagement and ensuring timely and effective implementation of the Smart Ticketing programme.Therefore, the Authority is requested to kindly modify/expand the eligibility criteria as follows:"Consulting firms empaneled with NICSI under Tier-1, Category-D – Strategic Consultants shall be eligible to participate in the assignment, subject to fulfilment of other applicable requirements of the RFP."	RFP condition prevails
46	28	4. Scope of Work, 4.2 Cybersecurity and Data Security,	Define cybersecurity, data privacy, and data protection requirements in alignment with the Digital Personal Data Protection Act, 2023.	The PMC is being engaged post award when the project implementation has already commenced. Kindly clarify that PMC shall review and assess compliance against existing requirements rather than define new requirements.	RFP has clarity
47	29	4. Scope of Work, 4.3 FinTech and Digital Payments,	Prepare detailed functional and non-functional requirements for the entire technology stack, ensuring compliance with NCMC/RuPay standards and interoperability guidelines issued by MoHUA/NPCI.	Since implementation is already underway and FRS/SRS development forms part of TSP scope, kindly clarify that PMC shall review, assess and recommend changes to FRS/SRS rather than prepare requirements documents.	RFP has clarity
48	30	4. Scope of Work, 4.3 FinTech and Digital Payments,	Comprehensive review and assessment of the Corporation's expenditure and revenue, with the objective of evaluating its future financial performance and implementing measures depend upon the financial position, along with the suggestion for improving the financial position.	The scope appears broader than Smart Ticketing Project monitoring. Kindly clarify whether the review shall be limited to project-related fare collection, settlement, reconciliation and associated revenues.	RFP condition prevails

49	26-32	4. Scope of Work,	Multiple Clauses	The scope of work contains references to contract preparation/ review, identification of legal risks, vetting of transaction/ concession/ shareholder documents, statutory approvals, and related activities. Since we are professional consulting firm and not a legal services provider, kindly clarify that the PMC's role shall be limited to project monitoring, implementation oversight, and advisory support. Any legal advisory, legal opinion, legal drafting/vetting, statutory representation, regulatory approvals, or legal certification requirements shall remain under the scope of BMTC and/or its appointed legal counsel.	RFP has clarity
50	32	4. Scope of Work,4.5 Documentation andReporting,	Preparation and submission of a ComprehensiveFeasibility Report incorporating demand projections, technical alternatives analysis, benchmarking outcomes, risk assessment, and overall project viability conclusions. Preparation of a detailed Technology Architecture andFunctional System Requirements Document specifying system design standards, interoperability requirements, security protocols, and integration framework.PMC shall support the project initiation by defining the scope and structure, oversee pilot project to test the system provided by the SI, including but not limited to UAT to ensure the system meets user requirements before rollout and prepares MIS reports to track performance and support informed decision making.	Since the project is already under implementation and PMCengagement is post award, kindly clarify whether thisdeliverable may be excluded or replaced with a BaselineAssessment Report.Further, architecture and requirements, Pilot phase areimplementation-phase deliverables of the TSP, kindly clarifywhether PMC shall review and validate these documents ratherthan prepare them afresh.	RFP has clarity
51	32	4. Scope of Work, 4.5 Documentation and Reporting,	Testing and Certification Services 1. Pilot test 2. System Acceptance Test 3. Operational Acceptance Test 4. Go-Live	Kindly clarify on certification.	RFP has clarity

52	32	4. Scope of Work, 4.5 Documentation and Reporting,	Third Party Audit of Application and certifications 1. Perform Vulnerability Assessment & Penetration Testing 2. Perform the web application security Audit 3. Preparation of TPA report 4. Undertake closure of the TPA observations with compliance from SI.	Kindly clarify whether the PMC is expected to conduct these audits directly or review reports prepared by STQC/CERT-In empaneled appointed by BMTC/TSP.	Understanding is correct.

Chief Systems Manager, BMTC 14/2